

Pass Guaranteed APMG-International Change-Management-Foundation Change Management Foundation Exam First-grade Free Practice



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APMG-International Change-Management-Foundation Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Leadership and Change: In this section, the preference is given to the role of leadership in change management, change leadership styles, building and maintaining a guiding coalition, etc.
Topic 2	<ul style="list-style-type: none">communication methods and channels, and effective messaging for different stakeholder groups.
Topic 3	<ul style="list-style-type: none">Change Management Models and Theories: This section discusses and Kübler-Ross Change Curve.
Topic 4	<ul style="list-style-type: none">Measuring and Sustaining Change: In this section, the focus is on the key performance indicators for change initiatives, monitoring and evaluating change progress, and strategies for sustaining change.
Topic 5	<ul style="list-style-type: none">Change Management Planning: This section covers creating a change management plan, integrating change management with project management, and resource allocation for change initiatives.
Topic 6	<ul style="list-style-type: none">Organizational Culture and Change: This section covers the understanding of organizational culture, the impact of culture on change initiatives, and cultural change.

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APMG-International Change Management Foundation Exam Sample Questions (Q43-Q48):

NEW QUESTION # 43

Which of the following statements about building and maintaining engagement throughout change are true?

1. Engaging people in change is simple and routine
2. A simple formula can be applied for all change situations

- A. Only 1 is true
- B. Neither 1 nor 2 is true
- C. Both 1 and 2 are true
- D. Only 2 is true

Answer: B

Explanation:

Comprehensive and Detailed In-Depth Explanation:

Engagement is a complex, dynamic process in the APMG Change Management Foundation, requiring tailored strategies. Let's dissect each statement with extensive reasoning:

*Statement 1: "Engaging people in change is simple and routine" - This is false. The framework stresses that engagement varies by context, stakeholder needs, and change type. For example, engaging a small team in a process tweak differs vastly from a company-wide cultural shift. Emotional reactions, resistance, and diverse motivations make it neither simple nor routine-requiring effort, empathy, and adaptability.

*Statement 2: "A simple formula can be applied for all change situations" - This is also false. While principles like Transparency or Dialogue provide guidance, the APMG materials emphasize that no one-size-fits-all formula exists. A top-down announcement might work for a policy update but fail for a system overhaul needing hands-on involvement. Complexity and uniqueness of each change defy a universal approach.

Both statements oversimplify engagement, contradicting the APMG view that it's a nuanced, situation- specific challenge. Option D is correct, as neither holds true given the framework's focus on flexibility and depth in stakeholder engagement.

NEW QUESTION # 44

Which MNTI preference is characterized by being spontaneous and disliking detailed plans?

- A. Perceiving
- B. Introvert
- C. Feeling
- D. Intuition

Answer: A

Explanation:

Explanation

According to the Myers-Briggs Type Indicator (MBTI), perceiving is one of the four preference pairs that describe how people interact with the world and make decisions. Perceiving refers to preferring to keep options open, being spontaneous, and disliking detailed plans. The other options are not preferences, but dimensions of preferences. Intuition and feeling are opposite to sensing and thinking, respectively, while introvert is opposite to extrovert. References:

[https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper \(page 11\)](https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper (page 11))

NEW QUESTION # 45

When comparing 'lean' and 'rich' communication channels, which of the following statements about a 'rich' communication channel is true?

A 'rich' channel allows for conversation a quick response, and the chance for interaction. A 'rich' channel conveys non-verbal cues, such as emotion and feelings, tone or gestures.

- A. Only 1 is true
- B. Neither 1 or 2 is true
- C. Only 2 is true
- D. Both 1 and 2 are true

Answer: D

Explanation:

Communication channels can be classified as lean or rich, depending on the amount and quality of information they can convey. A rich communication channel allows for conversation, a quick response, and the chance for interaction, as well as conveys non-verbal cues, such as emotion and feelings, tone or gestures.

Examples of rich communication channels are face-to-face meetings, video calls, or phone calls. Therefore, both statements 1 and 2 are true. References: <https://apmg-international.com/sites/default/files/Change%20Management%20Foundation%20Sample%20Paper%2015%20-%20v1.0.pdf> (page 11)

NEW QUESTION # 46

When building a change delivery scorecard, which of the different views on value are achieved through a measurable increase in sales?

- A. Financial
- B. Learning & Growth
- C. Internal
- D. Customer

Answer: A

Explanation:

Comprehensive and Detailed In-Depth Explanation:

The change delivery scorecard is often based on the Balanced Scorecard framework (developed by Kaplan and Norton), which is widely referenced in change management to measure the success of change initiatives across multiple perspectives. The APMG Change Management Foundation materials emphasize that the scorecard evaluates value from four key views: Financial, Customer, Internal (Processes), and Learning & Growth. A measurable increase in sales directly relates to revenue and profitability, which are core indicators of financial performance. This aligns with the Financial perspective, as it focuses on tangible monetary outcomes that demonstrate the economic success of the change. The Customer perspective focuses on satisfaction and loyalty, Internal on process efficiency, and Learning & Growth on capability development- none of which directly measure sales increases.

NEW QUESTION # 47

When assessing the severity of change impacts during a stakeholder impact assessment, what is meant by the coverage of impact?

- A. The probability of unintended consequences affecting a stakeholder group
- B. The proportion of a given stakeholder group that are impacted by a change
- C. The number of change agents required to support the change
- D. The number of change initiatives affecting a specific stakeholder category

Answer: B

Explanation:

Explanation

When assessing the severity of change impacts during a stakeholder impact assessment, one of the criteria that can be used is the coverage of impact. The coverage of impact refers to the proportion of a given stakeholder group that are impacted by a change. For example, if a change affects 80% of the employees in a department, the coverage of impact is high. The other options are not criteria for assessing the severity of change impacts, but rather factors or outcomes of other processes or activities in the change process

NEW QUESTION # 48

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